

	LOS LUNAS POLICE DEPARTMENT		
	ADMINISTRATION	NUMBER: ADM.25.01	EFFECTIVE DATE: March 2007
	SUBJECT: Valencia Regional Emergency Communications Center		REVIEW DATE: Per Shirley Valdez
	AMENDS/ SUPERSEDES:		NMSA:
NMMLEPSC STANDARDS:		APPROVED BY CHIEF OF POLICE NAITHAN G. GURULE  Signature	

I. STATEMENT OF PURPOSE

Effective communication is a vital element of law enforcement and plays an important role in officer safety. All radio transmissions are recorded and improper radio usage is grounds for disciplinary action. It is imperative that all employees conduct themselves as professionals while utilizing the communications system. This order is intended to ensure that every step is conducted in an effective, proper and professional manner.

II. RADIO COMMUNICATION RESPONSIBILITY:

The Director of the Valencia Regional Emergency Communications Center (VRECC) will be responsible for the daily communication function for the Belen Police Department, Los Lunas Police Department, Bosque Farms Police Department, Valencia County Sheriff's Office and all of the Fire Departments within the County. The director answers to the VRECC Board. Through the JPA, all Police Chiefs and the Sheriff are members of the Board.

A. The VRECC will be responsible for:

1. Radio communication
2. Teletype and automated data communication
3. Alarm monitoring
4. 911 operation center
5. 24 hour service

B. Record of Calls

1. Control number
2. Date and time of request
3. Name and address of complainant (if possible)
4. Type of incident reported

5. Location of incident reported
 6. Identification of officer(s) assigned as primary
 7. Time of dispatch
 8. Time of officer arrival
 9. Time of officer return to service
 10. Disposition or status of reported incident
 11. Obtain vehicle and suspect information
- A. Any radio operations conducted by members of VRECC will be done in accordance with Federal Communications Commission (FCC) procedures and requirements.
 - B. All members of each agency will have a unique number assigned for radio communications and will utilize this number when calling VRECC.
 - C. Each member of an agency should notify communications personnel when their status changes (i.e., traffic stops, arrival at a scene, completion of assignment, etc.). When doing so, the Ten Code will be used and the information brief. If the need arises for extended information a telephone will be used or come to the office.
 - D. Officers investigating incidents who find that the location or nature of the call is different from that originally dispatched are to notify the dispatcher of the correct information.
 - E. Communications with agencies outside Valencia County may be done in normal conversational English.
 - F. The on-duty patrol supervisor will assign the number of officers to respond to an incident.
 - G. On-duty supervisor will respond to any major incident for the purpose of assuming command.
 - H. Dispatchers represent the Department to all with whom they communicate. The increase in public safety monitoring by the general public has put all employees in a position of representing the Department to persons whom they may never meet or communicate with directly.
 - I. The VRECC is capable of communicating on an Inter-city channel and relaying information to local units and vice-versa.

III. TELECOMMUNICATIONS OFFICER RESPONSIBILITY

- A. The Telecommunications Officer is responsible for handling any requests for information, telephone calls, computer checks, etc. from members of Police Services in a timely and effective manner. Requests from other Department members should be prioritized according to necessity and call load.

B. Communication personnel will have immediate access to the following:

1. Officer in charge
2. Duty roster of all personnel
3. Phone number of all department personnel
4. Visual maps detailing the service area, i.e. County and city
5. Officer status information, i.e. Vacation, sick, training etc.
6. Notification book for emergency contacts numbers
7. Tactical Dispatching Plans

C. Security for Communications Center

Doors will be closed at all times. No unauthorized personnel will have access to the communications center at any time.

IV. EMERGENCY SITUATIONS

- A. Transmissions regarding emergency situations, pursuits, and serious crimes in progress shall be given priority over all other transmissions.

V. EMERGENCY MESSAGES

- A. Messages are accepted for delivery if it is determined that the caller has exhausted all reasonable means to contact the person.
- B. Emergency Messages may include:

1. Death notification
2. Serious illness or injury
3. Other messages of an emergency nature
4. Checking the personal welfare of citizens
5. Messages from other law enforcement agencies or public agencies.
6. Separated or overdue motorists

- C. Non-emergency messages are not accepted for delivery unless approved by the on-duty supervisor.
- D. The officer shall notify the Dispatcher of the actions taken to deliver the message.

VI. Record Telephone and Radio Transmissions

- A. Retention of audio records will be maintained for one (1) year.
- B. The audio records will be secured, handled and maintained by the Director.
- C. Access to secure recordings will be limited to law enforcement officers, District Attorney's Office and available only through the Director.

VII. Protecting Communication equipment

Communication equipment will be in a dust free environment with limited access. There will be a fire suppression system in place that is suitable for communication equipment.

VIII. Alternate Power Source

A. Generator

- 1. In the event of disruption of the primary power source, the generator will ensure continuous emergency communications.
- 2. The generator will be tested weekly and monitored by the Director or his/her designee.
- 3. The Director or his/her designee will insure all routine maintenance is done.
- 4. The Director or his/her designee will check fuel levels of the diesel tank once per month.

B. Battery Backup

- 1. The communication center also has battery backup.

IX. MAINTAINING A WARRANT AND WANTED PERSONS FILE

A. Warrants are obtained from the following:

- 1. Federal Court

2. District Court
 3. Magistrate Court
 4. Municipal Court
- B. Communications Operator will stamp the warrant with “Received” stamp and fill in with date and name of person receiving warrant.
- C. Communications Operator will fill out Warrant Notification/Cancellation form
- D. Communications Operator will enter the warrant into NCIC or NMCIC or both.
- E. Communications Operator will obtain a Triple I
- F. All warrants which do not fall under the NCIC guidelines will be placed on a local warrant list.
- G. The warrants and the above information will be placed in a file and filed alphabetically in Communications Center.
- H. Information received from other jurisdictions on warrants will be verified by teletype. Upon service of warrant, a faxed copy will be received from originating jurisdiction.
- I. The notification/cancellation form will be signed by the arresting officer or communications operator. The communications operator will remove the warrant from NCIC, will cancel the warrant in Sleuth and file the notification/cancellation form.
- J. When the Communications Operator receives information from a law enforcement officer, they will verify all identifiers available before an arrest is made.
- K. Officers have 24 hours access to the warrant list, NCIC information, and NMCIC Information.

VIII. RECORDS RETENTION SCHEDULE

The VRECC will follow the legal requirements for the State of New Mexico.

IX. RECORDS CONSIDERED PUBLIC RECORDS, GENERALLY:

- A. All records contained by the VRECC are considered public records by law and may be inspected by any person, or copies obtained pursuant to law, except as noted in the section “RECORDS CLOSED TO THE PUBLIC.”

X. RECORDS CLOSED TO THE PUBLIC

Laws of the State of New Mexico provide that certain records are closed to public access and review. Records will be made available to the public in accordance with State Statute 14-2-1 NMSA.